**Questions You May Be Asked When You Call the RU Helpdesk at 248.218.2080 or email helpdesk@rochesteru.edu**

Be prepared to provide the following information:

* First name
* Last name
* Building/Room/Location
* E-mail address
* Phone number

When calling with a login problem, be prepared to provide the following details:

* the path you followed when accessing your Online course
* your user name
* description of the problem *and* exact error message

When calling with a system problem, be able to identify any command you used, the sequence of commands and responses, any error message(s) you received, and again, a description of the problem.

* What type (PC, Mac, Chromebook, mobile) of device are you working on?
* What operating system (Windows 10, Lion, etc.) is the computer running?
* Which browser you are using (Safari, Firefox, Chrome, Edge)
* What is the problem?

**For Online Course Problems**

* Provide instructor name, and course with section number (ex. PSY3013-WT01)
* What area of the course (quiz 3, discussion 2.1, etc.)
* Was the instructor contacted?